ROYAL ACADEMY OF DANCE
EXAMINATIONS BOARD

Specification

Pre-Primary in Dance
and
Primary in Dance

Effective from January 2009
A charity registered in England No 312826

The Royal Academy of Dance (RAD) is an international teacher education and awarding body for dance. It was established in 1920 as the Association of Operatic Dancing of Great Britain, granted a Royal Charter in 1936 and renamed the Royal Academy of Dancing. In 1999 it became the Royal Academy of Dance.

Vision:	To lead the world of dance education
Mission:	To promote knowledge, understanding and practice of dance internationally
Objectives:	To elevate and advance the art of dance by promoting the correct tuition of dance in its highest forms To advance education in the art of dance To acknowledge and reward achievement by setting and conducting examinations in dance

ROYAL ACADEMY OF DANCE® and RAD® are registered trademarks of the Royal Academy of Dance. RAD PRE-PRIMARY IN DANCE™ and RAD PRIMARY IN DANCE™ are trademarks (pending registration 2008) of the Royal Academy of Dance. The use or misuse of the trademark or any other content of this publication, without prior written permission from the Royal Academy of Dance is strictly prohibited.

CONTENTS

		Page
Part One	General Outline of Royal Academy of Dance Syllabi	5
1.	Purpose and description of syllabi	
2.	Portfolio of assessments	6
3.	Types of assessments	
4.	Recognition and accreditation	8
Part Two	Pre-Primary in Dance and Primary in Dance Syllabi	10
1.	Introduction	
2.	Aims	
3.	Learning outcomes	
4.	Class awards	
5.	Examinations	13
6.	Music	17
7.	Props	18
8.	Resources	19
Part Three	General Information Including Examination and Awarding Body Rules and Regulations	21
	General Information	
1.	Teachers	
2.	Examiners	
3.	Quality assurance	
4.	Equal opportunities	
5.	Data protection	
6.	Child protection	
	Examination Information	23
1.	The applicant	
2.	The candidates	
3.	Examination sessions	24

		Page
4.	Examination dates	
5.	Examination entry	25
6.	Ethnic origin and data collection	
7.	Examination fees	
8.	Procedures for the examination day	
	Awarding Body Rules and Regulations	28
1.	Class awards and examinations	
2.	Syllabi	
3.	Examination applications	
4.	Conditions of entry	
5.	Age criteria and pre-requisites	30
6.	Candidate sets	
7.	Class award and examination timing	
8.	Fees	
9.	Examination centres	31
10.	Accompanist / music co-ordinator	32
11.	Musical instruments and playback equipment	
12.	Withdrawals, non-attendance and fee refunds	33
13.	Examination schedules	
14.	Results and certificates	34
15.	Replacement certificates, result / assessment forms and medals	
16.	Complaints, appeals and malpractice	
Part Four	Customer Service	35

PART ONE

GENERAL OUTLINE OF ROYAL ACADEMY OF DANCE SYLLABI

1. Purpose and description of syllabi

As an awarding body, the Royal Academy of Dance Examinations Board offers an internationally recognised portfolio of examinations and assessments. They are designed to motivate and encourage students of all ages and levels of ability, through a systematic measurement of progress and attainment.

Students may start with the Pre-School Dance Curriculum, move up through Pre-Primary and Primary levels and then into eight Graded levels or six Vocational Graded levels. Students are guided by their teachers to move from the Graded pathway to the Vocational Graded pathway at an appropriate moment; or they may study both pathways simultaneously. In the Graded syllabi students are offered alternative options of an examination, Class Award or Presentation Class.

1.1 Pre-School Dance Curriculum

The Pre-School Dance Curriculum develops basic movement skills, musical awareness, expression and creativity. Themed classes encourage class participation, focus and confidence that prepare students for entry to the Pre-Primary levels. This curriculum is appropriate for students between the ages of two and a half and five years.

1.2 Graded Syllabi Pre-Primary and Primary levels

These syllabi develop students' physical skills, stamina, creativity, expression and musicality using a range of sounds and musical styles. This strong foundation prepares students for a successful transition to ballet and other dance genres. These levels are appropriate for students between the ages of five and eight years.

1.3 Graded Syllabi 6 levels (Grades 1 – 8 Award)

The Graded syllabi provide a broad practical dance education, progressively developing the technical, musical and performance skills of the student. They incorporate Classical Ballet, Free Movement and Character:

- Classical Ballet is the core of the syllabus
- Free Movement incorporates movements in common with dance genres such as Natural Movement, Contemporary and Classical Greek
- Character is the theatrical presentation of national dance using ethnic dance and music, which has been freely adapted for the theatre. Three styles have been selected for study: Hungarian, Russian and Polish

The Graded syllabi are appropriate for students from the age of six years.

1.4 Vocational Graded Syllabi 6 levels (Intermediate Foundation to Solo Seal Award)

The Vocational Graded syllabi provide an in-depth study of Classical Ballet developing the technique, music and performance skills of the student. It introduces pointe work for female candidates. This highly focused and practical training education prepares students for a dance or dance related career. The Vocational Graded syllabi are appropriate for students from the age of 11 years.

2. Portfolio of assessments

Vocational Graded examinations	Graded examinations	Presentation Classes	Class Awards	Demonstration Classes
Solo Seal Award	Grade 8 Award	Grade 8 Award		
Advanced 2	Grade 7	Grade 7		
Advanced 1	Grade 6	Grade 6		
Advanced Foundation	Grade 5	Grade 5		
Intermediate	Grade 4	Grade 4		
Intermediate Foundation	Grade 3	Grade 3		
	Grade 2	Grade 2		
	Grade 1	Grade 1		
	Primary and Primary in Dance	Primary	Primary in Dance	
		Pre-Primary	Pre-Primary in Dance	
				Pre-School Dance Curriculum

[Correct at time of publication December 2008]

3. Types of assessment

3.1 Demonstration Classes

Demonstration Classes are an optional part of the Pre-School Dance Curriculum. They are conducted by the teacher and students demonstrate a selection of material covered in the Curriculum to an RAD examiner. An invited audience may be present to observe the demonstration. All candidates receive an RAD Certificate of Participation. Students can be assessed by their teacher on their class work using an optional Progress Report.

3.2 Presentation Classes

Presentation Classes are available from Pre-Primary to Grade 8 Award. They are conducted by the teacher up to Grade 7, and by an RAD examiner at Grade 8 Award. Students perform a selection of pre-set exercises, studies and dances to an RAD examiner. An invited audience may be present. All candidates receive

an RAD Certificate of Participation. Students can be assessed by their teacher on their class work using an optional Progress Report.

3.3 Class Awards

(Available from September 2009)

Class Awards are the latest addition to the Academy's portfolio of assessments and are available at Pre-Primary in Dance and Primary in Dance levels. They are conducted by the teacher. Students are assessed by an RAD examiner through observation of performance of all the exercises and a dance. All candidates receive an Assessment Report, a Certificate, and a Medal from the RAD.

3.4 Graded examinations

3.4.1 Primary in Dance

Primary in Dance is the latest addition to the Academy's portfolio of Graded examinations. Students are assessed by an RAD examiner through observation of performance of all the exercises and a dance. Successful candidates receive an Examination Result Form, a Certificate, and a Medal from the RAD. Unsuccessful candidates receive an Examination Result Form and a Certificate of Participation from the RAD.

3.4.2 Primary, Grade 1 - 8 Award

There are nine levels of examination, progressively structured in terms of difficulty. Students are assessed by an RAD examiner through observation of performance of a selection of the pre-set exercises, studies and dances. Successful candidates receive an Examination Result Form and a Certificate from the RAD. Unsuccessful candidates receive an Examination Result Form and a Certificate of Participation from the RAD.

3.5 Vocational Graded examinations

There are six levels of examination, progressively structured in terms of difficulty. Students are assessed by an RAD examiner through observation of performance of a selection of the pre-set exercises, studies and a free enchaînement. All candidates receive an Examination Result Form, and successful candidates also receive a Certificate.

4. Recognition and accreditation

4.1 Recognition in England, Wales and Northern Ireland

4.1.1 National Qualifications Framework

The Royal Academy of Dance Examinations Board is recognised as an awarding body in England, Wales and Northern Ireland by Ofqual (Office of the Qualifications and Examinations Regulator), DCELLS (Department for Children, Education, Lifelong Learning and Skills), and CCEA (Council for the Curriculum, Examinations and Assessment) respectively.

The RAD's qualifications are accredited by these regulatory authorities:

Qualification	Accreditation No
Grades 1, 2 and 3	100/1341/6
Grades 4 and 5	100/1342/8
Grades 6, 7 and 8 Award	100/1343/X
Intermediate Foundation and Intermediate	100/1340/4
Advanced Foundation, Advanced 1 and Advanced 2	100/1339/8

This accreditation places Grades 1 – 8 Award and Intermediate Foundation - Advanced 2 on the National Qualifications Framework for England, Wales and Northern Ireland. This Framework includes qualifications in all fields of study placing dance examinations within the context of other qualifications, and recognising equivalence in the levels of knowledge, skills and understanding required for their attainment. It does not necessarily mean that dance examinations will be regarded as interchangeable with the corresponding national curriculum/school examinations.

Level	RAD Qualifications	National Qualifications Framework
E		Basic skills Entry level certificates
1	Grades 1 , 2 and 3	Key skills Vocational certificates & diplomas Basic skills GCSE (Grades D-G) [NVQ 1]
2	Intermediate Foundation Intermediate Grades 4 and 5	Key skills Vocational certificates & diplomas GCSE (Grades A*-C) [NVQ 2]
3	Advanced Foundation Advanced 1 Advanced 2 Grades 6, 7 and 8 Award	Key skills Vocational certificates & diplomas A Levels [NVQ 3]
4		Vocational certificates & diplomas
5		Key skills Vocational certificates & diplomas [NVQ 4]
6		Vocational certificates & diplomas
7		Key skills Vocational certificates & diplomas [NVQ 5]
8		Vocational diplomas

4.1.2 14-19 Diploma in England

The Academy's accredited qualifications are included in the catalogue of qualifications which may contribute to the Additional/Specialist Learning component of the Diploma for 14 to 19 year olds being offered by approved schools/colleges in England from September 2008.

4.2 Recognition outside England, Wales and Northern Ireland

Qualifications accredited outside England, Wales and Northern Ireland can be found on the RAD's website **www.rad.org.uk.**

PART TWO

PRE-PRIMARY IN DANCE AND PRIMARY IN DANCE SYLLABI

1. Introduction

Pre-Primary in Dance and Primary in Dance are the introductory levels that follow on from the Pre-School Dance Curriculum and feed into Grade 1 and above. Pre-Primary in Dance is offered as a Class Award. Primary in Dance is offered as a Class Award and examination.

2. Aims

These syllabi develop the students' physical skills, stamina, creativity, expression, and musicality using a range of sounds and musical styles. This strong foundation prepares students for a successful transition to ballet and other dance genres at higher levels. These levels are appropriate for students between the ages of five and eight years.

3. Learning outcomes

In both Pre-Primary in Dance and Primary in Dance, students, through participation and practice will be able to:

- Articulate parts of the body
- Demonstrate awareness of positions of the body
- Perform with an awareness of space
- Demonstrate control
- Demonstrate co-ordination
- Demonstrate elevation
- Demonstrate use of appropriate movement dynamics
- Respond to the elements of music
- Perform expressively
- Perform a sequence of simple steps to depict a story
- Confidently recall the settings

4. Class Awards

4.1 Content and format of Class Awards

Class Awards are conducted by the teacher. A maximum of eight candidates can be presented at any one time. All candidates perform the exercises and Imaginative Movement Sequence / Dance as detailed in the *Exercises and Dances* publication.

The formats for the Class Awards are set out below, as well as listed in the *Exercises and Dances* publication.

4.1.1 Pre-Primary in Dance

Content	1- 4 candidates	5 – 8 candidates
Warm-up	All together	
Legs and Feet	All together	
Fingers and Hands	All together	
Walks	All together or Two Groups	
Run and Balance	One Group	Two Groups
Bounce and Jump	One Group	Two Groups
Bend and Spin	All together	
Picked-up Galops	All together	
Claps and Jumps	All together 1 x 1 following on	
Skips	One Group	Two Groups
Imaginative Movement Sequence	All together	
Cool-down	All together	

4.1.2 Primary in Dance

Content	1 - 4 candidates	5 – 8 candidates
Warm-up	All together	
Legs and Feet	All together	
Arms and Head	All together	
Bend and Run	All together	
Bend and Point	All together	
Transfer of Weight	One Group	Two Groups
Marches	All together	
Jumps	One Group	Two Groups
Springs	One Group	Two Groups
Hops, Jumps and Springs	One Group	Two Groups
Galops and Skips	One Group	Two Groups
Run and Leap	1 x 1 following on	2 x 2 following on
Bouncing-ball Dance	One Group	Two Groups
Dressing-up Dance	One Group	Two Groups
Cool-down	All together	

The Class Awards should not exceed the allocated time for the number of candidates presented (refer to Part Three for timings).

4.2 Class Award assessment criteria

Candidates are assessed through the performance of the entire Class Award content on the following:

Section	Key features	Definition
Exercises	Stability	Demonstrating control and co-ordination
Music	Timing / Dynamics	Showing correct timing and appropriate reaction to the style of the music
Performance	Expression	Maintaining appropriate expression through face and body
Imaginative Movement Sequence / Dance	Confidence / Creativity	Expressing a story through movement with confidence and creativity

4.3 Class Award attainment descriptors

Attainment	Descriptor
Occasionally	The candidate showed an ability to achieve the required assessment criteria some of the time
Generally	The candidate showed a**n** ability to achieve the required assessment criteria more than half of the time
Frequently	The candidate showed an ability to achieve the required assessment criteria almost all of the time

5. Examinations

5.1 Content and format of examination

Candidates are presented for the examination, which is conducted by the examiner. A maximum of four candidates can be presented at one time.

All candidates perform the exercises and their choice of dance as detailed in the *Exercises and Dances* publication. The format for an examination group of four candidates is set out below. Teachers should refer to the explanatory notes within the *Exercises and Dances* publication for details when entering a set with less than four candidates.

Content	**Format with 4 candidates**
Warm-up	All together
Legs and Feet	All together
Arms and Head	All together
Bend and Run	In pairs
Bend and Point	In pairs
Transfer of Weight	In pairs
Marches	All together
Jumps	In pairs
Springs	In pairs
Hops, Jumps and Springs	In pairs
Galops and Skips	All together with or without a partner
Run and Leap	1 x 1 following on
Bouncing-ball Dance	In pairs
Dressing-up Dance	In pairs
Cool-down and Reverence	All together

5.2 Examination assessment criteria

Examination candidates are assessed on their performance using the following key features for each section. Warm-up and Cool-down / Reverence should be presented but are not assessed.

Section	Key features
Legs and Feet / Arms and Head	• Articulation • Alignment
Bend and Run / Bend and Point	• Extension • Alignment
Transfer of Weight / Marches	• Weight Placement • Movement Quality
Jumps / Springs / Hops, Jumps and Springs	• Extension • Movement Quality
Galops and Skips / Run and Leap	• Elevation • Movement Quality
CONTROL (Generic)	• Body • Co-ordination
MUSIC (Generic)	• Timing • Dynamics
PERFORMANCE (Generic)	• Expression • Recall of settings
DANCE	• Clarity • Use of Space
DANCE Music and Performance	• Timing / Dynamics • Expression / Recall of settings

5.3 Examination key feature definitions

Key features	Definition
Alignment	Correct alignment of body and limbs
Articulation	Efficient movement of the legs, feet, arms and hands
Body	Firmly held body - open and relaxed shoulders – Poise of head
Clarity	Defined movements
Co-ordination	Fluid and harmonious synchronisation of movements
Dynamics	Respond to the style of the music with appropriate movement qualities
Elevation	Appropriate height in jump and control in landing
Expression	Appropriate expression through face and body
Extension	Appropriate lengthening through legs and feet
Movement Quality	Appropriate movement dynamics
Recall of settings	Confident recall of content
Timing	Synchronisation of the movement with the music as prescribed
Use of Space	Appropriate use of performance space
Weight Placement	Secure transference of weight

5.3.1 Examination mark allocation and attainment descriptors

Ten sections are marked each containing two key features; each key feature is marked out of 5 then totalled to show a mark out of 10.

Marks	Descriptor
0	The candidate did **not** show the assessment criteria
1	The candidate showed a **limited** ability to achieve the required assessment criteria
2	The candidate showed an **adequate – satisfactory** ability to achieve the required assessment criteria
3	The candidate showed a **fair – fairly good** ability to achieve the required assessment criteria
4	The candidate showed a **good - very good** ability to achieve the required assessment criteria
5	The candidate showed an **excellent - exceptional** ability to achieve the required assessment criteria

5.3.2 Examination result classification

Marks are then aggregated to arrive at an overall total which corresponds to the following result classification:

Result classification	Total marks	Medal classification
Standard not attained	0 - 39	
Pass	40 – 54	Bronze
Merit	55 – 74	Silver
Distinction	75 - 100	Gold

6. Music

The musical accompaniment for these syllabi has been devised to allow maximum flexibility and extensibility, depending on the resources available to or preferred by the teacher. Music resources are available as follows:

- Audio CDs (2-CD set)
- CD 1 contains all the music for the exercises and dances at both levels
- CD2 contains a range of music for use in the Imaginative Movement Sequence at Pre-Primary in Dance level, and backing-track versions of selected music from the exercises and dances
- Printed Music contains keyboard versions of the music for the exercises and dances
- Keyboard music for the Imaginative Movement Sequence is available in the supplementary volume *Dance Class Tune Book: Making Music for Children's Dance Classes*

There are two contrasting pieces of Music (A and B) supplied for each exercise with the exception of Cool Down at both levels and the Dances in Primary in Dance. Teachers may choose between Music A and Music B according to preference. The purpose of the two choices is to provide a means of developing the child's ability to adapt movement to a variety of musical accompaniments in different ways with imagination.

6.1 For Class Awards and the examination

The Class Award or examination may be conducted with live music, recorded music, or a mixture of both.

For Class Awards, the teacher may choose to use:

- the CD only
- piano only
- piano only, with percussion accompaniment options on suggested exercises
- a combination of the above

For the Imaginative Movement Sequence in Pre-Primary in Dance the teacher may choose to use:

- musical excerpts provided on the CD 2
- his/her own recorded music
- a combination of both
- improvised music by the pianist
- a selection of appropriate pieces from existing repertoire by the pianist

For Primary in Dance examination, the teacher may choose to use:

- the CD only
- piano only
- a combination of the above

For full details, see Music Fact sheet No13: **Music for Pre-Primary in Dance and Primary in Dance.** This can be found on the same CD-ROM as this Specification, and also on the RAD's website in the Music Department section.

6.2 For class work

The RAD's publication *Dance Class Tune Book: Making Music for Children's Dance Classes* provides piano scores of some of the music used in the Imaginative Movement Sequence audio CD. It also contains helpful suggestions for accompanying children's classes, particularly at Pre-Primary in Dance and Primary in Dance levels, advice by experienced professionals on subjects such as improvisation, using music technology in the dance studio, and creative dance accompaniment for children.

7. Props

7.1 For class work

Teachers are recommended to use a wide range of props such as feathers, wrist bands, pom poms and percussive instruments to aid learning in all areas. Children enjoy interactive learning and respond with great enthusiasm to anything that is visually, aurally and tactilely attractive.

7.2 For Pre-Primary in Dance Class Award

The use of props is optional but the following are recommended examples for the following exercises:

Exercise	**Props**
Warm-up	Wrist bands with ribbons/streamers or finger bands with ribbons/streamers
Fingers and Hands	Feathers, suitable flower petals or pom poms (small)
Walks	Suitable percussion instruments and or relevant prop
Run and Balance	Wings composed of a soft suitable material that can be attached around the neck /shoulder and to the wrist or finger
Bounce and Jump	Suitable percussion instruments, wristbands with ribbons / streamers or finger bands with ribbons / streamers, hand held pom poms
Claps and Jumps	Chalk or non-slip suitable floor markers
Imaginative Movement Sequence	Any prop that will help in the understanding of the story. Small pieces of costume may be worn, for eg hat, crown, scarf, cloak, belt (*avoid masks as the candidate's face should be seen at all times*)

7.3 For Primary in Dance Class Award and examination

Exercise	**Props**
Marches	Hand held pom poms or flags
Dressing-up Dance	A small trunk, suitcase or box with a hinged lid (containing costume item), one per candidate. Any suitable items of costume that can be easily worn and taken off for eg hat, crown, scarf, cloak, belt (*avoid masks as the candidate's face should be seen at all times*)

8. Resources

8.1 Essential reading, playing and listening

Code	
Printed Book Code: 100PPD	*exercises and dances* for Pre-Primary in Dance Class Award and Primary in Dance examination and Class Award *including* the *Specification* in CD format, with nine different language options - English, French, German, Mandarin, Italian, Greek, Japanese, Spanish and Portuguese
Printed Music Book Code: 200PPD	Music (piano and percussion) to accompany *exercises and dances*
CD (set of 2) Code: 300PPDCD	**CD1**: Two musical selections (Music A and B) for each exercise at each level **CD2**: Over 30 tracks for use as resources for the Imaginative Movement Sequence in the Pre-Primary in Dance Class Award and play-along backing tracks for selected exercises at both levels
DVD (set of 2) Code: 330PPDVD	**DVD1**: exercises and dances for Pre-Primary in Dance Class Award with in-depth demonstration of selected exercises and including two sample Imaginative Sequence **DVD2**: exercises and dances for Primary in Dance examination and Class Award with in-depth demonstration of selected exercises All DVD exercises are shown using both Music A and B **Also includes DVD extras** Subtitled in: English, French, German, Mandarin, Italian, Greek, Japanese, Spanish and Portuguese
Specification	This publication

8.2 Recommended uniform

The recommended uniform (available from stockists of approved licensees) set out below, should to be worn for the Pre-Primary in Dance and Primary in Dance Class Award and examination. Where this is not possible, suitable, same colour alternatives may be worn.

For both Pre-Primary in Dance and Primary in Dance	
Female	**Male**
Chloe short sleeved leotard pink, lilac or blue	Blue or white t-shirt
Georgette wrap over skirt – colour to match leotard	Navy or black polycotton / lycra shorts
Pink socks	White socks
Pink soft toe ballet shoes (satin or leather)	Canvas/leather shoes white or black
Available from the following manufacturers: *Freed of London, Mondor of Canada, Tunics Adagio and Coppelia*	

*All resources, including some props, are available from Royal Academy of Dance Enterprises Ltd, 36 Battersea Square, London SW11 3RA - ☎ 0207 326 8080 🗎 020 7228 6281 💻 **www.radenterprises.co.uk** - online, by post or in person; and other Academy branch outlets.*

*All uniform is available to Registered Teachers through the RAD Uniform Direct promotion from Freed of London, 62-64 Well Street, London E9 7PX - Freephone 0800 975 5981 (UK) ☎ 020 8510 4700 🗎 020 8510 4750 💻 **http://www.radefreed.com** - online, by post or in person.*

PART THREE

Part Three is organised into three distinct sections: General Information, Examination Information and Awarding Body Rules and Regulations.

GENERAL INFORMATION

1. Teachers

The RAD maintains a Register of Teachers who have been granted RAD Registered Teacher Status (RAD RTS); or teachers recognised by mutual agreement. These teachers are eligible to enter students for examination and assessment through examination centres.

Teachers, as a condition of registration, are required to uphold the RAD's *Code of Conduct and Professional Practice for Teachers registered with the Royal Academy of Dance*. This is available from the RAD's website.

Teachers following the Royal Academy of Dance examination system are expected to encourage students to achieve their personal best in the understanding, appreciation and performance of dance. Parents should rely on teachers to guide their children through the various options available, and can be confident that, at whatever age or stage they may have reached, students who study with a Royal Academy of Dance Registered Teacher or teacher recognised by mutual agreement are receiving a comprehensive, well structured and relevant education in dance. They can be sure that they will be taught according to safe teaching practice with the opportunity to be externally assessed through progressively structured examinations.

2. Examiners

All examinations and Class Awards are externally assessed by an examiner who is appointed, trained and monitored by the RAD. All examiners are vetted for working with children and adhere to the policies and procedures of the RAD Examinations Board, including equal opportunities and child protection.

3. Quality assurance

The Academy, as an Ofqual recognised Awarding Body, has comprehensive quality assurance procedures in place to ensure that the examination service is of the highest quality achievable.

4. Equal opportunities

The RAD is an equal opportunities organisation and has a policy of open access to examinations regardless of sex, sexual orientation, marital status, religion, socio-economic background, colour, race, nationality, ethnic origin, sensory or physical disability. The full policy can be found on the Academy's website **www.rad.org.uk.**

5. Data protection

Personal information will be dealt with properly irrespective of how it is collected, recorded and used – whether on paper, electronically or recorded on other media. The RAD regards the lawful and correct treatment of personal information as important to successful operations, and to the maintenance of confidence between it and those with whom it deals. Our staff and those acting on our behalf will obtain, use and disclose personal information lawfully and correctly. The full policy can be found on the Academy's website **www.rad.org.uk.**

6. Child protection

The RAD is committed to creating an environment that enables children and young people to learn and develop in a safe, understanding and encouraging environment. It recognises that it is a privilege to work with children and young people. The Academy will take appropriate steps to ensure that children and young people are not exposed to reasonably unforeseeable risk of injury, whether to their physical or mental health and wellbeing. The Academy is committed to the protection from harm and the safeguarding of all children and young people who attend its activities. The full policy can be found on the Academy's website **www.rad.org.uk**.

EXAMINATION INFORMATION

1. The applicant

An RAD Registered Teacher or a teacher from another awarding body whose qualification has been recognised by mutual agreement is regarded as the applicant.

The applicant must first have registered their school or their employer's school as an Approved Centre in order for entries to be submitted and accepted.

The applicant is eligible to enter candidates for examinations and assessments under the name of the Approved Centre by completing the appropriate entry form and making payment to the RAD. It is the applicant's and Approved Centre's joint responsibility to understand the rules and regulations pertaining to the examinations and to pass these on to the candidates and/or their parents, guardian, or teachers.

2. The candidates

The Academy as an Awarding Body, maintains a database of all candidates who take RAD examinations.

Upon registration by the teacher, candidates are allocated a unique ID number which stays with them throughout their examination history with the Academy. It is strongly recommended that candidates keep a record of their ID number, as they will require it when they change teachers or move from their current locality.

A record of candidates' results is kept throughout their examination history. This information is confidential to the candidate, but may be made available to government bodies, in a way that is compliant with the Data Protection Act, for statistical purposes, as required by the regulatory authorities.

2.1 Candidates with permanent or temporary disabilities or conditions

Dance, by its very nature, is a precise physical art concerned with shape, line, co-ordination, musical and performance qualities. It is within these parameters that the Academy welcomes disabled candidates for examinations.

For the purposes of the Academy's examinations the term 'disabled' encompasses any physical, mental or behavioural impairment (permanent or temporary) eg hard of hearing, partially sighted, down's syndrome which is likely to affect the candidate's ability to perform well in the examination. A 'condition', which is normally temporary, may still be such that it is appropriate for the Academy to be made aware of, eg broken limb that is in plaster.

It is recognised that candidates who have a permanent or temporary disability/condition who are entered for examinations or Class Awards, may need extra time or special aids to enable them to perform to the best of their ability. In these cases, the Academy will make reasonable adjustments as appropriate. It is emphasised, that all candidates will be assessed against the same criteria and that no concession will be made, in order to safeguard the integrity of the award.

Parents may wish to inform teachers when they enrol their child at their dance school if there is any physical, mental or behavioural impairment (permanent or temporary) which is likely to affect the child's ability to participate at dance school or as an examination candidate. The teacher will, in due course, use this information to complete the appropriate application form at the time of entry.

Teachers are required to notify the Academy of any candidates who have a permanent or temporary disability or condition, at least four weeks prior to the examination closing date. This is to enable the Academy to put in place special arrangements that may be necessary to ensure that the candidate's particular requirements are met. In instances where a temporary condition occurs after the closing date, the Academy must be informed prior to the day of the examination. Supporting medical evidence must be provided.

Parents should respect a teacher's opinion as to whether a student is able to fulfil the assessment criteria for an examination; in which case the student may be entered for a Class Award, which is led by the teacher. The procedure for entry is the same as for examinations.

2.2 Special considerations

The Academy will consider requests from candidates whose examination or Class Award is affected on the day by circumstances outside their control. These Special Considerations can be obtained from headquarters, local offices or from RAD websites.

3. Examination sessions

Examinations take place within specified dates published by the Academy, which are referred to as examination sessions. Depending on the country, there may be one or more examination sessions a year. Each examination session has a closing date. This is the date by which the examination entry forms must be received by the Academy. Closing dates for examination sessions are published locally and on websites. Teachers should normally contact parents prior to the closing date to seek confirmation that the candidate is available to be entered for an examination and to ask for payment of the Academy's examination fee, together with any other fees the school might charge in addition.

4. Examination dates

An examination tour is a period of time in which an examiner is contracted to a given number of examination days. The length of the tour in a particular area is dependant on the number of entries submitted, the number of requests for the same dates and the geographical allocation of tour dates.

All Applicants should indicate any dates, when it is impossible for them to hold examinations (eg due to the unavailability of pianist or studio; candidate's previously booked holidays; school commitments) these should be kept to a minimum as the Academy cannot guarantee that preferences can always be met.

Where a Pre-booking system applies Applicants must give at least 3 alternative dates. It is very important to give as many dates as possible in order to avoid disappointment. The Academy will endeavour to accede the Applicants give dates but cannot guarantee that these can be met.

The Academy reserves the right not to hold examinations where there are insufficient entries in a specific area.

Examinations are normally scheduled during school term times. Parents should therefore be aware that teachers may request their child to be absent from school in order to take an examination, unless the examination happens to fall at a weekend. It should be noted that refunds will not be given for clashes with school examinations or holidays, as they should have been foreseen at the time of entry. The Academy is happy to provide a standard letter, which can be used by teachers to request release from school.

5. Examination entry

The Pre-Primary in Dance and Primary in Dance syllabi have been designed for students from age five to eight years. Although there are no upper age limits for any RAD examinations, the minimum age for entry is five years.

There are no prerequisites for RAD examinations. It is not necessary for candidates to have taken the Pre-Primary in Dance or Primary in Dance Class Award before being entered for the Primary in Dance examination.

Examination entry forms are completed by the Applicant. Instructions for completion are on the reverse side. Forms are available from RAD headquarters, local offices or from RAD websites.

6. Ethnic origin and data collection

As a recognised United Kingdom awarding body, the Academy is required to collect certain information from teachers about their candidates. Parents should be aware that when teachers request the gender and ethnic origin of candidates and students, in addition to the normal requirements of names and dates of birth, this is because the Academy has a duty to monitor that the examinations are open to all individuals, regardless of gender and ethnicity.

The Academy uses the same entry forms worldwide. Teachers entering candidates outside the United Kingdom are requested to complete the information about gender but do not need to complete the information on ethnic origin, unless it is a requirement in their own country.

7. Examination fees

The Academy's examination fees operate on a calendar year basis, and are normally published in October of the preceding year. These are available from RAD headquarters, local offices or from RAD websites.

Parents should be aware that some teachers apply additional charges on top of the Academy examination fee. These charges are solely at the discretion of the teacher.

8. Procedures for the examination day

The examination studio should be prepared in advance of the arrival of the examiner, including any relevant health and safety checks. Any instructions eg fire evacuation procedures should be communicated to the candidates, examiner, pianist and/or music co-ordinator, prior to the start of the examinations.

Where possible, relevant props should be placed in the studio prior to the start of the examination or Class Award. The writing table for the examiner should be firm and large enough to enable the examiner to process paperwork of A3 or equivalent size. The table should be placed with a clear view of the entire performing space, avoiding extremes of glare or sunlight. A bell, a jug of water and a glass should be placed on the table.

The examiner will arrive approximately 15 minutes before the start of the first examination. The person (eg examination attendant) responsible for the running of the examination day should make themselves known to the examiner and introduce the pianist and/or music co-ordinator. The examiner should then be escorted to the examination studio and be given time to prepare for the examinations.

The examiner will advise when the pianist and/or music co-ordinator can enter the studio. The accompanist and/or music co-ordinator may only remain in the studio whilst actually engaged in accompanying or co-ordinating the recorded music, and should not discuss proceedings with either the examiner or candidates, unless asked to assist with translation, where required. The pianist and/or music co-ordinator should leave the studio during the breaks so that the examiner can complete their paperwork without being disturbed.

Normally only the examiner and the accompanist and/or music co-ordinator may be present during an examination. The Academy may at its discretion permit more than one examiner in the studio, for example during standardisation or trainee sessions.

8.1 Pre-Primary in Dance and Primary in Dance Class Award

Candidates should be ready to begin their Class Award at least 10 minutes before the scheduled start time. Each candidate should be wearing a large number, pinned on to the front and back of the leotard or t-shirt. The number must correspond with the number given on the examination entry form. The number must not be changed even if a candidate fails to attend the Class Award.

The examiner will ring the bell when they are ready to start the Class Award. The teacher should lead the candidates into the studio in the order in which they appear on the entry form and introduce them individually to the examiner. The examiner will check the name and number of each candidate. Once this has been completed, the teacher should start to conduct the class.

No candidate may enter the studio after the Class Award has started.

The teacher may move around the room as felt necessary interacting with the candidates as appropriate. However, care should be taken not to obscure the examiner's view. Teachers may bring a list of exercises into the studio as an aide-memoire.

On conclusion of the Class Award the teacher should escort the candidates out of the studio.

8.2 Primary in Dance examination

Candidates should be ready to begin their examination at least 10 minutes before the scheduled start time. Each candidate in each examination set should be given a coloured badge or ribbon in the following order: Pink, Blue, White and Yellow.

A few minutes before the start time, the person responsible for the running of the examinations, should line the candidates up in the correct order outside the studio entrance. Checks should be carried out to ensure that the candidates are all wearing their correct colour. The order of the candidates must correspond with the order given on the examination entry form. The order must not be changed even if a candidate fails to attend the examination.

The person responsible for the running of the examination should direct the candidates to run into the centre and curtsey to the examiner. Candidates should stand in front of the examiner in the order indicated below:

PINK BLUE WHITE YELLOW

Examiner

The examiner will check the name and number of each candidate; once this has been completed, the examination will start.

No candidate may enter the studio once the examination has started.

On conclusion of the examination, the examiner will instruct the candidates to leave the studio.

AWARDING BODY RULES and REGULATIONS

These examination rules and regulations are an abbreviated set of examination rules and regulations as applicable to Pre-Primary in Dance and Primary in Dance.

1. Class Awards and examinations

1.1 The RAD's portfolio of assessments is listed in Part One.

2. Syllabi

2.1 The syllabi are published by Royal Academy of Dance Enterprises Ltd. All publications are listed in Part 2, Paragraph 8.

2.2 Advance notice of any changes to the syllabi is given in the *Technical Supplement*, in the RAD's magazine *dance gazette*, and on the website (**www.rad.org.uk**).

2.3 Normally one year's notice is given for any changes to the syllabi to come into effect.

3. Examination applications

3.1 Examination entry forms can only be submitted by an RAD Registered Teacher (RAD RTS), or teacher recognised by mutual agreement, or by a school who employs RAD Registered Teacher or teacher recognised by mutual agreement.

3.2 The school, RAD Registered Teacher or teacher recognised by mutual agreement submits the examination entry and acts on the behalf of the candidate(s).

3.3 It is the responsibility of the school, RAD Registered Teacher or teacher recognised by mutual agreement to read and agree to these examination rules and regulations, and to ensure that all those connected with the examination including the candidate and parents are aware of the conditions of entry, the marking criteria and to pass on the candidates marks and certification when received.

3.4 Schools, RAD Registered Teachers or teachers recognised by mutual agreement and candidates are all issued unique ID numbers which must be quoted on all examination entry forms and in all communications with the RAD:

Centre ID
Registered Teacher ID
Candidate ID

3.5 Examination entry forms can be obtained from RAD headquarters, local offices or from RAD websites.

4. Conditions of entry

The following conditions of entry must be met, including notification, where necessary, and within the required timeframe, of any requests for reasonable adjustments for candidates who may have a permanent or temporary disability or condition:

4.1 All candidates must be entered by an RAD Registered Teacher or teacher recognised by mutual agreement.

4.2 The RAD Registered Teacher or teacher recognised by mutual agreement must be a current member of the Royal Academy of Dance at the time of the submission of the entry forms.

4.3 An entry form, which consists of three parts GEF1, GEF2 and GEF3, must be submitted together to reach the RAD by the published examination closing date, for the receipt of examination entries (see local publications and websites for dates).

4.4 Online GEF1-3 entry forms (currently available in certain countries only) are acceptable alternatives to paper GEF1-3 entry forms. Entries cannot be accepted by telephone or letter.

4.5 The Academy cannot accept any responsibility for non-receipt of entry forms or for entries that do not arrive until after the closing date due to insufficient postage or server downtime. Receipt of entry forms will not be acknowledged.

4.6 Late entries will only be accepted in exceptional circumstances and medical or other evidence may need to be provided.

4.7 All parts of the entry form must be correctly completed when submitted, including inter alia School ID, Registered Teacher or teacher recognised by mutual agreement ID, and impossible dates, candidate IDs, candidate's name spelling, candidate's level of examination or award, dates of birth, and calculation of fees.

4.8 The Academy will endeavour to schedule the examinations according to the dates given, but cannot guarantee these.

4.9 The given name of a candidate on the examination entry form will over-write any other given name at the point of registration and will be used to issue results and certificates.

4.10 Examination fees must be paid in full at the time of entry.

4.11 Candidates must be notified of the examination date, time and studio location.

4.12 Candidates and their parents must be made aware of all relevant matters relating to their examination, including withdrawals, non-attendance and fee refunds.

4.13 Candidates receive the examination Result/Assessment Form, Certificate and Medal as appropriate within a reasonable timescale following the receipt of such from the RAD.

4.14 The RAD cannot become involved in any dispute or communication breakdown between the School, RAD Registered Teacher or teacher recognised by mutual agreement and the candidate or parent on whose behalf the entry has been made. The RAD reserves the right to refuse any entry received after the closing date has passed.

4.15 All correspondence concerning examination arrangements and results will be sent to the correspondence address stated on the entry form.

4.16 The RAD reserves the right to share information regarding an examination with another party in response to a valid enquiry.

All entries are submitted on the understanding that in all matters the decision of the RAD must be accepted as final.

Instructions for completion of the entry forms, GEF1-3, are printed on the reverse side, and set out below. Entry forms, submitted by paper, must be signed by either an authorised School representative, RAD Registered Teacher or teacher recognised by mutual agreement, signifying that they have read and agree to abide by the conditions of entry pertaining to Royal Academy of Dance Graded examinations. Entry forms, submitted online, are deemed to have been signed by either an authorised School representative, RAD Registered Teacher or teacher recognised by mutual agreement.

The RAD reserves the right to refuse entry to examinations, or to withhold the release of examination results, Certificates and Medals for all candidates entered by a School, RAD Registered Teacher or teacher recognised by mutual agreement. If any of the conditions above are not met at the time of entry, or are subsequently found to have not been met when the examination has been completed.

5. Age criteria and prerequisites

The only pre-requisite is that candidates entered for the level of examination or Class Award below must have reached the minimum age by the end of the calendar year in which they take the examination or Class Award:

Examination and Class Award	Minimum age for entry
Pre-Primary in Dance	five years or over
Primary in Dance	six years or over

Candidates are not required to have achieved the Pre-Primary in Dance Class Award to be entered for the Primary in Dance examination or Class Award.
Candidates may re-take an examination or Class Award as many times as they wish, regardless of the result, but repeat examinations may not take place in the same examination session.

6. Candidate sets

For an examination, the minimum number of candidates per set is 1, and the maximum per set is 4.
For Class Awards, the minimum number of candidates per set is 1 and the maximum per set is 8.
Male and female candidates are examined or assessed together.

7. Class Award and examination timing

7.1 Class Awards are timed in accordance with the table below:

	No of candidates in set		
Class Award	**1 - 2**	**3 – 4**	**5 – 8**
	Time in minutes		
Primary in Dance	15	20	30
Pre-Primary in Dance	15	20	30

7.2 Examinations are timed in accordance with the table below:

Examination	No of candidates in set			
	1	**2**	**3**	**4**
	Time in minutes			
Primary in Dance	15	20	25	30

7.3 A maximum of six hours examining is permitted in any one day (excluding breaks).
7.4 The minimum examining hours permitted is three hours (excluding breaks).
7.5 RAD Registered Teachers or teachers recognised by mutual agreement who are either unable to provide the minimum number of hours required for an examiner to visit or do not wish to pay the minimum fee level will be required to join with other Schools or teachers or attend another centre arranged by the Royal Academy of Dance.

8. Fees

8.1 All examination fees are valid from 1 January of any year.
8.2 Examination fees are published annually in a *Fees Booklet* which is sent to all Registered Teachers or teachers recognised by mutual agreement. Copies can be obtained from Head Office, local offices or from RAD websites.
8.3 The School, RAD Registered Teacher or teacher recognised by mutual agreement is responsible for collecting the examination fee from candidates.

8.4 Examination fees must be paid in full at the time of entry and by the published closing date. Payment must be made by single cheque, credit card, bank draft or transfer. Payment by individual candidates will not be accepted.

8.5 Evidence of bank transfers or online payments must be provided at the same time of entry to satisfy the condition that examination fees must be paid in full at the time of entry and by the published closing date. Online entries can be accompanied by scanned evidence of bank transfers or online payments.

8.6 Once an entry has been submitted, the entry fee cannot be refunded other than in accordance with the RAD's regulations for withdrawals, non-attendance and fee refunds.

8.7 Additional fees or surcharges may be charged in the following circumstances:

(a) Where a payment has been dishonoured by the bank.

(b) Where an entry form is considered incomplete and is returned by the School, RAD Registered Teacher or teacher recognised by mutual agreement after the published closing date.

(c) Where an entry form is received after the published closing date but the RAD is prepared to accept it.

(d) Where a change is agreed to an examination day due to exceptional circumstances.

(e) Where a certificate or result form has to be replaced where the School, RAD Registered Teacher or teacher recognised by mutual agreement mis-spelt a candidate's name.

(f) Where a Certificate, Result Form or Medal is damaged or lost by the recipient.

(g) Where you participate in a Pre-booking system and substantially reduce the pre-booked dates.

Additional fees or surcharges can be found in the *Fees Booklet*, local publications and on RAD websites.

9. Examination centres

9.1 All Graded examination centres must be registered with the RAD before the submission of examination entry forms.

9.2 Registration form GEF5, can be obtained from headquarters, local offices or from RAD websites.

9.3 Graded examinations normally take place in the premises of an RAD Registered Teacher or teacher recognised by mutual agreement, or by a school who employs an RAD Registered Teacher or teacher recognised by mutual agreement.

9.4 Studios where RAD examinations take place must conform to minimum health and safety regulations. For Pre-Primary in Dance and Primary in Dance the following is required:

(a) A performance space of at least 81 square metres, either square or rectangular. If the space is rectangular, the length of the short walls should not be less than 8 metres to enable the candidates to perform safely

(b) A sprung floor or floor that has a slight give

(c) No obstruction to examiner sightlines eg pillars

(d) The studio should be quiet, clean, well lit, at an ambient working temperature, minimum 18.3°C (65F).

(e) Entrances to the studio should have doors, not curtains

(f) A nominated person is responsible for the running of the examination day and is available to deal with or react to emergencies

9.5 RAD Registered Teachers or teachers recognised by mutual agreement, or schools who employ an RAD Registered Teacher or teacher recognised by mutual agreement should be aware that inappropriate dance studios may seriously disadvantage candidates and could result in the cancellation or suspension of examinations.

9.6 Studio mirrors must be covered during an examination so that candidates are not distracted.

9.7 A writing table and a comfortable chair (preferably height adjustable) should be provided for the examiner. The table should be placed to avoid extremes of glare, sunlight, with a clear view of the entire performing space.

9.8 A *'Quiet/Examinations in Progress'* sign should be placed at the entrance to the studio. Only in cases of emergencies should unauthorised persons enter the studio whilst the examination is in progress.

9.9 Emergency procedures should be clearly indicated and communicated to the examiner and music accompanist/music co-ordinator prior to the examination, and to the candidates when they arrive.

9.10 Appropriate toilet and changing facilities must be available to the examiner, music accompanist/music co-ordinator and candidates.

Examination Centres are monitored by both the RAD and the Regulatory Authorities. RAD Registered Teachers or teachers recognised by mutual agreement, or schools who employ an RAD Registered Teacher or teacher recognised by mutual agreement, agree that access to their examination centre is available to the RAD and Regulatory Authority personnel as required. Notification will be normally be made in advance if either the RAD or Regulatory Authority nominated personnel wish to visit the premises.

10. Accompanist / music co-ordinator

10.1 Applicants are required to provide their own accompanist/music co-ordinator, music score, and/or recorded music, as appropriate.

10.2 The applicant who has entered the candidates for the examinations can act as the accompanist/music co-ordinator.

11. Musical instruments and playback equipment

11.1 Piano and keyboards

(a) For Pre-Primary in Dance and Primary in Dance, the syllabus music allows for a variety of musical stylings and instrumentations, therefore, a keyboard other than that stipulated in Music Factsheet No: 13 (available from the Academy's website) may be appropriate for the Class Award and examination. It is sufficient to say that if the instrument in question is adequate for the person who will play it, then it is adequate for the examination.

(b) If an acoustic piano is to be used, the seating (preferably adjustable), should be safe and appropriate for the person playing the instrument.

(c) The piano, musical instruments and/or music playback device should be situated so that the accompanist/music co-ordinator can see both the examiner and the candidates, but should not obscure the sight line of the examiner.

11.2 Playback equipment

(a) All playback equipment, scores and other musical resources should be sufficiently well-prepared and well-rehearsed, so as not to impede the flow and time constraint of the examination.

(b) Remote controllers may be used for playback devices.

(c) Adjustments to the tempo using pitch/tempo controls on playback equipment may be used during the examination at the discretion of the teacher, but only to a degree to which the learning outcomes/assessment criteria of the exercise are met. If the equipment allows, it is always preferable to do this without changing the pitch.

(d) Amplifiers and speakers should be powerful enough and suitably placed to provide a strong and clearly audible accompaniment, but remain within the limits stipulated by the Control of Noise at Work Regulations 2005 in the UK, or corresponding regulations in other countries.

12. Withdrawals, non-attendance and fee refunds

12.1 Notice of withdrawal of any candidate who cannot be present for an examination must be sent in writing with an explanation of the reason, immediately the inability to attend is known, and no later than the day of the examination. This should be sent to the office where the original entry was sent.

12.2 If a candidate has to withdraw in advance of the examination or is unable to attend on the day due to illness, 50% of the entry fee will be refunded, provided that medical evidence has been submitted within 4 weeks of the examination date. Refunds will be processed within 4 weeks of the examination tour being completed.

12.3 If the applicant has to cancel an examination session due to their own illness, they must inform the Academy immediately, in writing, including all supporting medical evidence. If these conditions are met, a refund of 90% of the fees will be considered and will be processed on completion of the examination tour.

12.4 On the day of the examination, if an accompanist/music coordinator is being used and they are unable to attend due to unforeseen circumstances eg illness or major travel disruption, the applicant should resort to using recorded music only. If this is not possible then the examinations will need to be cancelled.

12.5 Refunds cannot be given where candidate's lessons have been curtailed prior to an examination due to a dispute between the Applicant and the candidate.

12.6 A candidate in quarantine for any infection must be withdrawn. If examinations are cancelled owing to quarantine, alternative examinations/fee refunds may be offered at the RAD's discretion.

12.7 If the Academy has to cancel an examination session after the receipt of entries and fees (eg because of the outbreak of war, threat of terrorism, epidemic of serious illness, sudden unavailability of the intended examiner), the Academy will normally refund fees in full, unless a tour can be re-scheduled within the following four months, in which case the fees will be retained and carried over to the revised examination session. Any teacher or parent unable to accommodate the revised examination dates may apply for a refund.

12.8 Where an examination has to be cancelled due to examiner illness, the Academy will, where possible, give the applicant 48 hours notice.

12.9 Refunds will not be given for clashes with academic school examinations or holidays, as they should have been foreseen at the time of entry.

13. Examination schedules

13.1 The Academy aims to send out examination schedules to Applicants, which detail dates and times of examinations, at least two weeks prior to the examination.

13.2 The Academy reserves the right to withhold examination schedules if any of the conditions of entry as listed in section four above.

13.3 After the examination closing date and before the day of the examination, changes to the schedule can only be entertained in very exceptional circumstances eg candidate withdrawal or illness. All alterations to the published examination timetable must be agreed with the appropriate local office prior to the examination.

13.4 No changes will be made to the published schedule on the examination day.

13.5 The order of candidates must always remain as the colour or number indicated on the entry form, even if there are absent candidates.

14. Results and certificates

14.1 The RAD's marking scheme is found in Part Two.

14.2 All results are subject to stringent quality assurance measures, and where required, moderation will be applied.

14.3 Examiners may only disclose the results of an examination to the Academy.

14.4 Assessment Forms, Result Forms, Certificates and Medals will be issued four weeks following the end of an examination session (normally four weeks).

14.5 Examination results are issued to authorised persons in writing only. In certain countries results may be accessed through the Academy's online facility.

14.6 The Assessment Forms, Result Forms, Certificates and Medals are the property of the candidate. Any failure by the teacher to deliver them to the candidate will be regarded as malpractice.

15. Replacement certificates, result/assessment forms and medals

15.1 All applications for replacement Certificates, Result/Assessment Forms and Medals must be made in writing to the office of issue.

15.2 No charge will be made if the name on a certificate has been misspelt by the Academy.

15.3 Charges will be made if the name on the entry form is incorrect.

15.4 A charge will be made for a Medal replacement.

16. Complaints, appeals and malpractice

At the time of publication, the above were under review.

PART FOUR

CUSTOMER SERVICE

The Royal Academy of Dance Examinations Board promotes knowledge, understanding and practice of dance internationally. We seek to accomplish our mission through the provision of an examination system, which is comprehensive, safe and progressively structured.

All staff are required to provide a courteous, helpful and efficient service to all and customer feedback and consultation on all examination services is encouraged and evaluated.

Customer Services has a designated telephone line +44 (0)20 7326 8005 and email address:**cs@rad.org.uk.**

Customer expectation

The Royal Academy of Dance (RAD) aims to:

- Provide a helpful, courteous and quick response to all enquirers and visitors.
- Answer the headquarters switchboard within six rings and transfer callers to the appropriate extension or voicemail.
- Answer direct line calls within six rings. Callers will have the opportunity to leave voicemail messages after the six rings.
- Respond to all voicemail messages within 24 hours on working days.
- Respond to all correspondence (including emails and faxes) within seven working days. An acknowledgement will be sent within seven working days if a full reply is not immediately possible. This refers to all correspondence, including complaints.

Information and contact details

Information on Royal Academy of Dance examinations can be obtained from Examinations Departments, RAD headquarters, local offices, or as shown below:

- Online **www.rad.org.uk**
- Email exams@rad.org.uk
or cs@rad.org.uk for Customer Services
- Write to Examinations Department
Royal Academy of Dance
36 Battersea Square
London, SW11 3RA
United Kingdom
- Telephone + 44 (0)20 7326 8000
- Fax + 44 (0)20 7924 2311
- Personal visits

Examination Registration Forms, Entry Forms, Notification of Candidates with Disabilities/Conditions and full details of the procedure for entering candidates for Graded examinations are available online or from RAD headquarters and RAD national and local offices. The contact details for these offices are published in *dance gazette, diary* and online.

Examination fees

Worldwide examination fees are published annually in a *Fees Booklet* which is available from Examinations Departments, RAD headquarters, local offices and RAD's websites.

Complaints

We aim to ensure that you have no cause to make a complaint about the service received from the Examinations Departments, whether at Head Office or a local office, but in the event of a complaint being made it will be dealt with in an efficient, impartial and courteous manner in accordance with the Customer Complaints Procedure. Copies of this can be obtained from headquarters, local offices and RAD websites.

Customer feedback and evaluation

Teachers, parents and candidates are encouraged to provide feedback on the examination services provided and may, if they wish, use the Customer Feedback Form which is readily available from Customer Services at the Royal Academy of Dance, 36 Battersea Square, London, SW11 3RA and RAD website.

Monitoring of customer service provision

Comprehensive procedures are in place to monitor your feedback to ensure that you are receiving the level of service that we aim to deliver.